

SUPPLEMENTAL JOB DESCRIPTION

Classification: ADMINISTRATOR I

Function Code: 0069-095

Position Title: Dental Provider Network Administrator

Date Established: 8/15/88

Position Number: 41013

Date of Last Amendment: 7/31/06

SCOPE OF WORK: Under the direction of the Dental Director, administers policies and performance measures of the Medicaid Dental Unit. In collaboration with the Dental Director, assists in comprehensive dental provider network management, including but not limited to marketing, enrollment, survey of capacity of providers, provider relations, performance measurement and analysis, claims adjudication, data base design, operation and management to generate periodic reports. Understands the business of the Medicaid Dental Unit, its scope of service, obligations under Medicaid policy, and operations with all stake holders. Performs varied administrative duties and research for the Dental Director and Program staff within the Office of Medicaid Business and Policy, supporting the management of the Medicaid Dental Provider Network. Administers and develops programs as directed to support compliance with DHHS policy.

ACCOUNTABILITIES:

- Supports the Dental Director and the Dental Unit's function in managing the Medicaid Dental Provider Network, which includes but is not limited to provider recruitment and provider relations. Actively engages in provider network recruitment and management. Regularly contacts dental providers and dental office staff to gather information important to reporting capacity of the provider network.
- Under the direction of the Dental Director, designs a comprehensive marketing plan, reflecting an understanding of policy and business needs of the Department. Designs and distributes marketing materials to achieve strategic objective of expanding and stabilizing the Medicaid dental provider network to provide access to care to children enrolled in Medicaid in all areas of the State.
- Attends meetings and frequently directly interfaces with internal and external stakeholders to represent the Dental Director and the Department.
- Assists in the development of a provider manual and other materials to recruit and support the dental network.
- Applies evaluative measures in design of programs and projects, and applies evaluation tools to measure and report effectiveness. Uses Excel, Access, and other computer programs to design and execute graphs, reports, statistical analyses on a regular and ad hoc basis to communicate performance of the Medicaid Dental Program.
- Performs literature reviews and research in order to inform policy making and reporting.
- Interprets and monitors federal and state regulations and court orders in order to enforce program policy and procedures.
- Monitors trends in dental utilization, provider enrollment, expenditures, and patterns of service delivery, and develops reports for communication of significant findings on a regular and ad hoc basis; monitors and reports trends in market conditions affecting dental access. Researches client eligibility, provider enrollment, and claims utilizing information systems such as AIM and NewHeights.

MINIMUM QUALIFICATIONS:

Education: Master's degree from a recognized college or university with major study in business management, marketing, health professions or a related field.

Experience: Five years' experience in health professions or dental marketing, provider network management, and or professional provider relations, three years of which must have been in a management level position involving administrative or supervisory duties concerned with program administration, program planning and evaluation, business management or related management experience. **OR**

Education: Bachelor's degree from a recognized college or university with major study in business management, marketing, health professions, or a related field.

Experience: Six years' experience in health or dental marketing, provider network management, and or professional provider relations, three years of which must have been in a management level position involving administrative or supervisory duties concerned with program administration, program planning and evaluation, business management or related management experience.

SPECIAL REQUIREMENTS: High level verbal and written communication skills; strong, positive, problem-solving, facilitation and organization skills; ability to design and implement a marketing plan; knowledge of dental program and clinical practice; knowledge and experience in quality assurance; competence in functioning effectively and collaboratively as a member of a work team; and proficiency in the use of personal computer and software to generate statistical analysis and reports.

License/Certification: Valid driver's license and/or access to transportation for use in statewide travel.

DISCLAIMER STATEMENT: The supplemental job description lists typical examples of work and is not intended to include every job duty and responsibility specific to a position. An employee may be required to perform other related duties not listed on the supplemental job description provided that such duties are characteristic of that classification.

SIGNATURES:

I have reviewed this job description for content.

Reviewer's Name, Title & Position #: Margaret Snow, DMD, MBA, MPH, DHHS Dental Director

Reviewer's Signature

Date

I have reviewed the content of the above job description with my supervisor.

Employee's Signature

Date Reviewed

I have discussed the work responsibilities outlined by the job description with the above employee.

Supervisor's Name and Title: Margaret Snow, DMD, MBA, MPH, DHHS Dental Director

Supervisor's Signature

Date Reviewed

Division of Personnel

Date Approved